

Fiscal Policy:

The Administrative Services Bureau provides budgeting and accounting services, human resources services, and information technology services among others. Efforts are underway in all of these areas toward cross-training, and documentation of policy and procedures to assure that critical functions continue in the event of staff absence or vacancy. Specifically, cross-training has occurred in the following areas:

- Human Resources document processing
- Contract Management
- Information Technology Services Help Desk
- Closed Case File processing
- Financial Processing Control Book processing
- IRSS Expenditure code management
- Monthly/Quarterly/Annual transactions processing

A fiscal policy manual is being compiled as a repository for the numerous financial policies and procedures required to maintain the flow of revenue and expenditure transactions as well as the numerous budgeting, forecasting and tracking activities necessary to maintain the operations of the agency.

Administrative Services Bureau/Planning and Development Team customer satisfaction survey:

A survey is distributed to all IVRS staff annually or semi-annually to gauge satisfaction with the Administrative Services Bureau and the Planning and Development Team. The survey questions have remained constant for several years so that increases or decreases in internal customer satisfaction are easily detected and analyzed. Key areas of services include Financial Processing, Human Resources, and Information Technology. The internal customer satisfaction in these three areas comprise a component of the IVRS Agency Performance Plan and Report that are part of the state budget system. The target level of customer satisfaction in these key areas is 85%. Also within the survey are questions that allow internal staff to make narrative comments regarding their satisfaction, or lack of satisfaction, with ASB and PDT services. These narrative comments are carefully reviewed by the Administrator, Bureau Chief, section Supervisors and section staff in the interest of improving processes and services. We recognize that there are aspects of administrative services with which internal staff may disagree, such as expense reimbursement limitations or information technology security requirements, and therefore express less than 100% satisfaction. The ASB/PDT goal is to provide prompt, accurate, professional, and pleasant service to our internal and external customers.

Cross-Bureau Cooperation efforts:

DDSB paperless process. The project team included staff from the Disability Determination Services Bureau and the Financial Processing Section of the Administrative Services Bureau, as well as the Iowa Department of Administrative Services – State Accounting Enterprise. This project focused on development of an efficient paperless process to pay medical billings for Social Security applicants. The project resulted in a cost savings of more than \$100,000 annually, increased labor efficiency, quality improvements, and increased customer satisfaction.

IRSS Project Management Team includes staff from the Rehabilitation Services Bureau, the Financial Processing Section, and the Information Technology Section. This team oversees management of and enhancements to the Iowa Rehabilitation Services System which is the case management and financial management tool in use by IVRS since 2008.

Contract Oversight and Review Team (CORE) includes staff from the Rehabilitation Services Bureau, the Planning and Development Team, the Budget Analyst, the Chief Financial Officer, and the Financial Processing Section. This team oversees management of all the contractual relationships for the agency, along with the policies and procedures involved in with contractual relationships.